

EXHIBIT B

US 8,402,099 B2 Claim chart VS Samsung's Random Chat Session

U.S. Patent No. US 8,402,099

US8402099B2

United States



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Current Assignee : BRANDENBURG VENTURES GmbH , VON WERTHER PHILIPP FREIHERR

Worldwide applications

2008 • [WO](#) [EP](#) [US](#)

Application US12/675,046 events ⓘ

- Priority claimed from DE102007040574

2008-08-21 • Application filed by Individual

2010-08-12 • Publication of US20100205543A1

2013-03-19 • Application granted

2013-03-19 • Publication of US8402099B2

2014-04-25 • Assigned to BRANDENBURG VENTURES GMBH, BRANDENBURG, KARLHEINZ, ROEDER, STEFFEN, VON WERTHER, PHILIPP FREIHERR ⓘ

Status • Active

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status: Published Total patent Term Adjustments 459 days

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<https://www.samsung.com/us/support/contact-customer-services/>

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The bar chart displays the monthly number of deaths from COVID-19 in the United Kingdom from 2020 to 2024. The x-axis represents the years from 2020 to 2024, with the year 2024 highlighted in yellow. The y-axis represents the number of deaths, with a scale from 0 to 1000. The chart shows a significant increase in deaths starting in early 2020, peaking in late 2020 and early 2021, and then declining. The year 2024 is highlighted in yellow.

2024

CK1126111E

<https://www.samsung.com/us/support/contact>

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The bar chart displays the annual number of publications from 2009 to 2024. The x-axis represents the years, and the y-axis represents the count of publications. The data shows a period of low activity from 2009 to 2012, followed by a steady increase. From 2013 onwards, the number of publications grows significantly, reaching a peak in 2018 and 2019, and then slightly declining in 2020 and 2021 before rising again in 2022 and 2023. The year 2024 is highlighted in yellow, indicating it is the most recent data point.

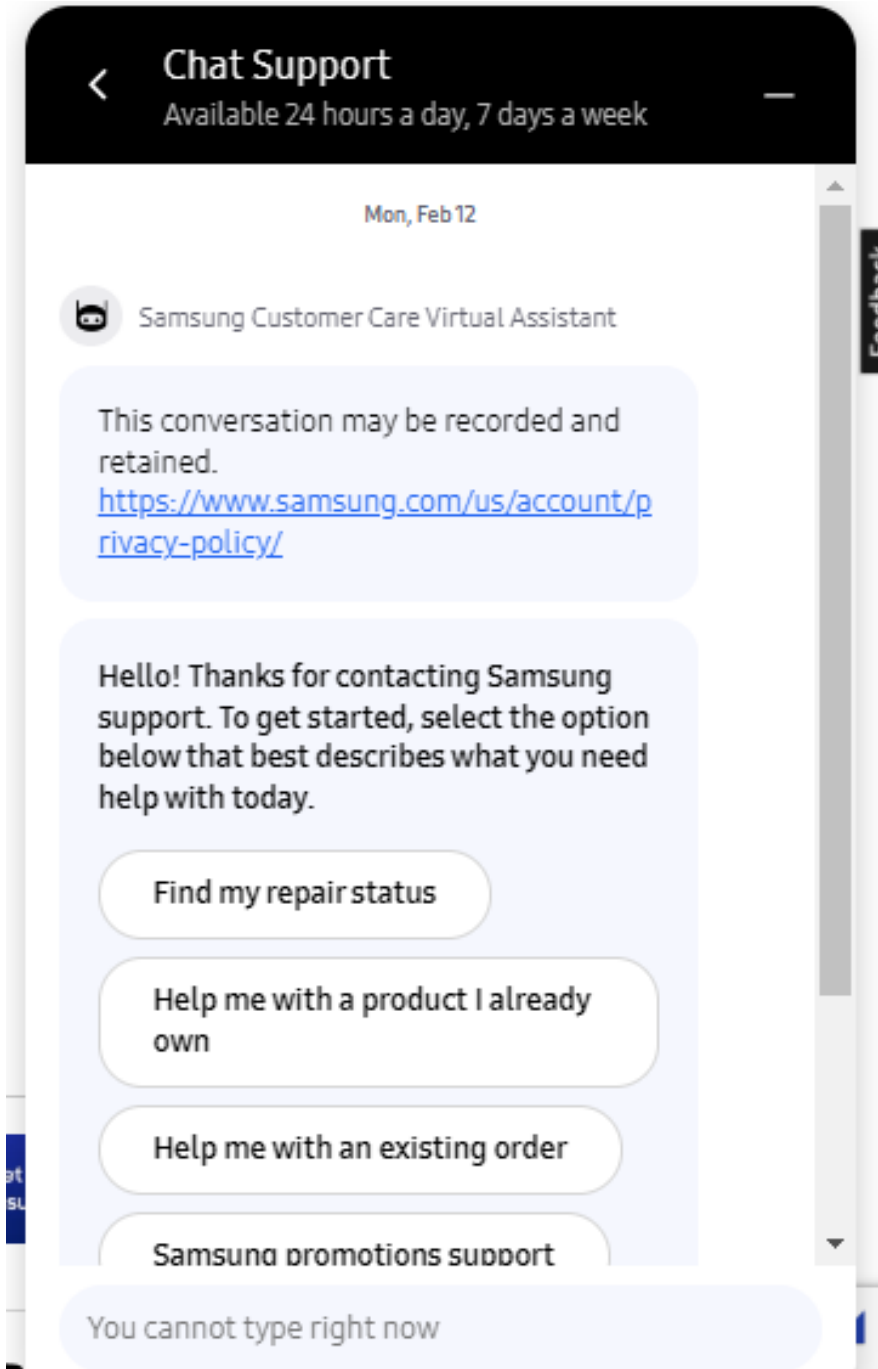
Year	Number of Publications
2009	0
2010	0
2011	2
2012	3
2013	4
2014	10
2015	10
2016	12
2017	15
2018	18
2019	18
2020	17
2021	16
2022	17
2023	16
2024	15

2024

3

Related Products

- The following chart is based on Samsung's Random Chat Session that can be found on Samsung's website



US 8,402,099 : Claim 1

1. A method for executing a multimedia communication, in particular at least one of a video, audio or text chat, between a totality of terminals (2) arranged in a communication network (1), which communication is based on a network protocol, in particular at least one of TCP/IP or UDP, wherein:

at least one subscriber generates a personalized user account in the form of a virtual subscriber profile on a server (3) or in a peer-to-peer network, wherein, by setting up the virtual subscriber profile, the multimedia communication is established at each of the terminals:

via the subscriber profile a mode of a subscriber selection preceding the communication, at least one of a communication type or a number of communication links to one of the terminals or the type of data transmission employed for the communication are freely defined;

the subscriber selection mode ludes a random process for setting up a communication link between a selecting terminal of a first subscriber profile to at least another terminal of a random subscriber profile; and

the subscriber selection mode ludes an activatable call procedure for establishing a communication link between the selecting terminal of the first subscriber profile and at least one other terminal of a subscriber profile stored in a selection list, wherein these subscribers form a plurality of at least one of an open and a closed subscriber sub-pool, whereby all subscribers in the procedure form a total set referred to as a subscriber pool, which subscriber pool may be subdivided into a number of the subscriber sub-pools, whereby all subscribers are classified by entries within their respective subscriber profiles and arbitrarily defined contacts to other subscribers, and whereby the subscriber classifications result in the number of sub-pools, which are formed as subsets of the larger subscriber pool.

US 8,402,099 : Claim 1

1. A method for **executing a multimedia communication, in particular at least one of a video, audio or text chat,**

Samsung provides a method for executing a multimedia communication, for example, when a customer is in Samsung's website, **a Chat symbol located at the bottom right-hand corner** of the page can be clicked (thereby executing a multimedia communication) by the customer to start a Live Chat.

Life at Samsung

Benefits

Internships

Citizenship

Semiconductor Opportunities ↗

Explore open roles ↗

Samsung.

Who we are

We exist to create human-driven innovations that defy barriers to make a better world for all.

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A company is its people and your health and wellness are at the core of our drive to innovate. Learn more about the top-rated benefits Samsung employees enjoy.

Internships

Our dynamic internships help you expand your expertise and experience through rich exposure to leadership, opportunities to make an impact and empowerment to bring new ideas to life.

Citizenship

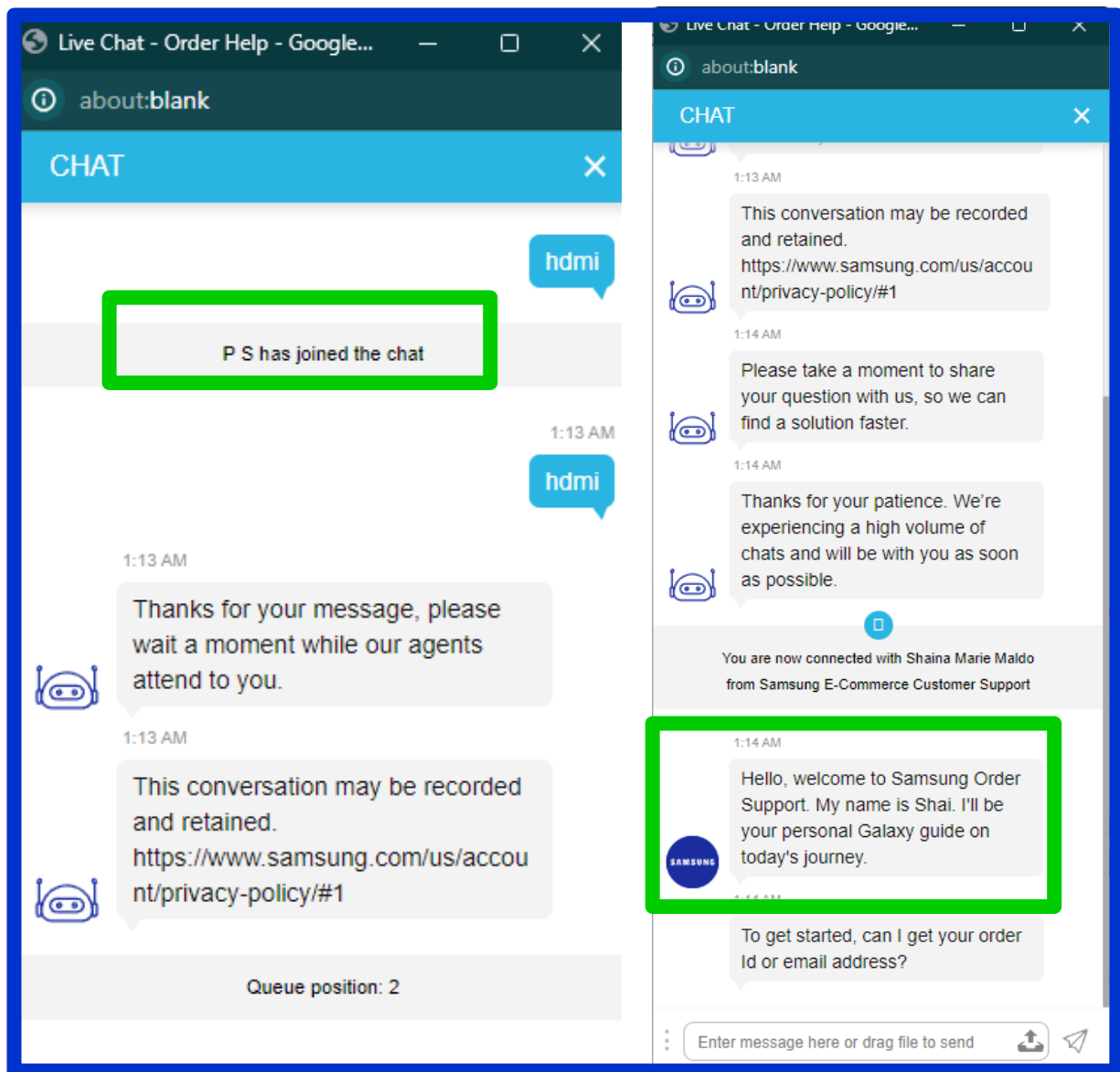
In stewardship of our legacy, we give back at every opportunity to strengthen the communities where we live and work and make a better world for all.



US 8,402,099 : Claim 1

between a totality of terminals (2) arranged in a communication network (1), which communication is based on a network protocol, in particular at least one of TCP/IP or UDP, wherein:

Samsung/s method for executing a multimedia communication text chat with a customer for example, “**P.S.**” and a Samsung employee, for example, “**Shai**”. within the Samsung app (this means a multimedia communication, such as messages from an online mobile device between two people, within Samsung’s app, is being used, once the customer signs in). Online Mobile devices use TCP/IP or UDP network protocols.



US 8,402,099 : Claim 1

at least one subscriber generates a personalized user account in the form of a virtual subscriber profile on a server (3) or in a peer-to-peer network,

Shai is a customer ambassador with Samsung and will have a personalized user account at Samsung, on Samsung's server and P.S. will create a user account when P.S. inputs a first name, last name, mobile number and email address.

Chat Support

Available 24 hours a day, 7 days a week

Agent who can help.

Before I connect you with a person, can you please share your name, mobile number, and email address

First Name *

P.

Last Name

S.

Mobile Number

+1 (222) 222-2222

Email Address ⓘ

chat@bot.cpm

☒ You agree to receive promotional emails from Samsung Electronics America. [Privacy Policy](#)

Submit

Live Chat - Order Help - Google...

about:blank

CHAT

1:13 AM

This conversation may be recorded and retained.
<https://www.samsung.com/us/account/privacy-policy/#1>

1:14 AM

Please take a moment to share your question with us, so we can find a solution faster.

1:14 AM

Thanks for your patience. We're experiencing a high volume of chats and will be with you as soon as possible.

You are now connected with Shaina Marie Maldo from Samsung E-Commerce Customer Support

SAMSUNG

Hello, welcome to Samsung Order Support. My name is Shai. I'll be your personal Galaxy guide on today's journey.

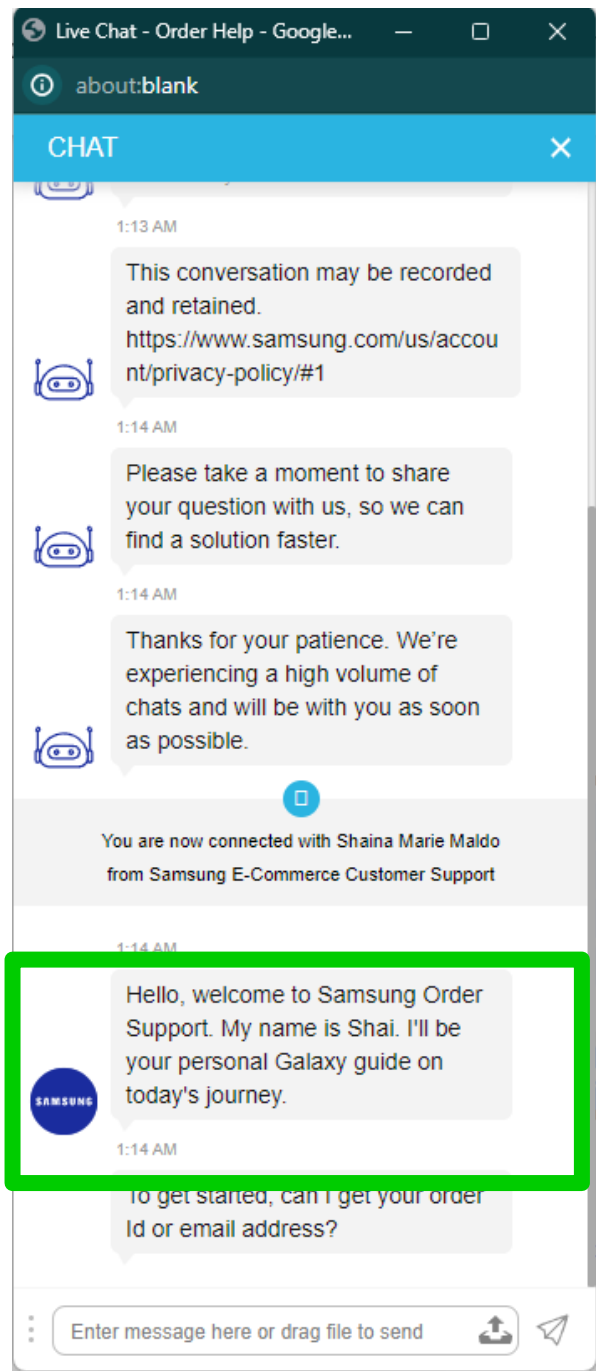
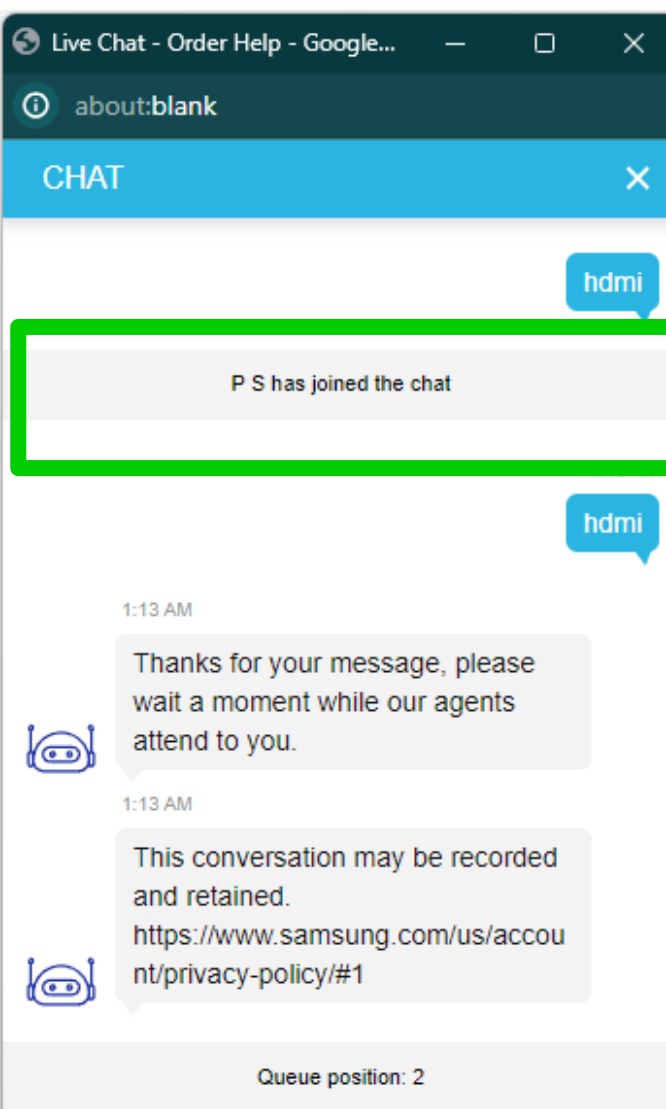
To get started, can I get your order Id or email address?

Enter message here or drag file to send

US 8,402,099 : Claim 1

wherein, by setting up the virtual subscriber profile, the multimedia communication is established at each of the terminals:

Once P.S. creates the subscriber profile the multimedia communication is then established between Shai's terminal and P.S. terminal.



US 8,402,099 : Claim 1

via the subscriber profile a mode of a subscriber selection preceding the communication, at least one of a communication type or a number of communication links to one of the terminals or the type of data transmission employed for the communication are freely defined;

The customer P.S. creates a user account before P.S. can communicate with a live agent. P.S. enters their personal information with their **"first name, last name, mobile number and email address."** This means the customer can communicate in the Chat as a subscriber with **'Shai'** (Samsung's representative) that has a subscriber profile, and the **communication type TCP/IP** and **subscriber are freely defined** and **preceding the communication** (beginning of the Live Chat).

Chat Support
Available 24 hours a day, 7 days a week

Before I connect you with a person, can you please share your name, mobile number, and email address

First Name *

P.

Last Name

S.

Mobile Number

+1 (222) 222-2222

Email Address ⓘ

chat@bot.cpm

☒ You agree to receive promotional emails from Samsung Electronics America. [Privacy Policy](#)

Submit

Live Chat - Order Help - Google...

about:blank

CHAT

1:13 AM

This conversation may be recorded and retained.
<https://www.samsung.com/us/account/privacy-policy/#1>

1:14 AM

Please take a moment to share your question with us, so we can find a solution faster.

1:14 AM

Thanks for your patience. We're experiencing a high volume of chats and will be with you as soon as possible.

You are now connected with Shaina Marie Maldo from Samsung E-Commerce Customer Support

1:14 AM

Hello, welcome to Samsung Order Support. My name is Shai. I'll be your personal guide on today's journey.

1:14 AM

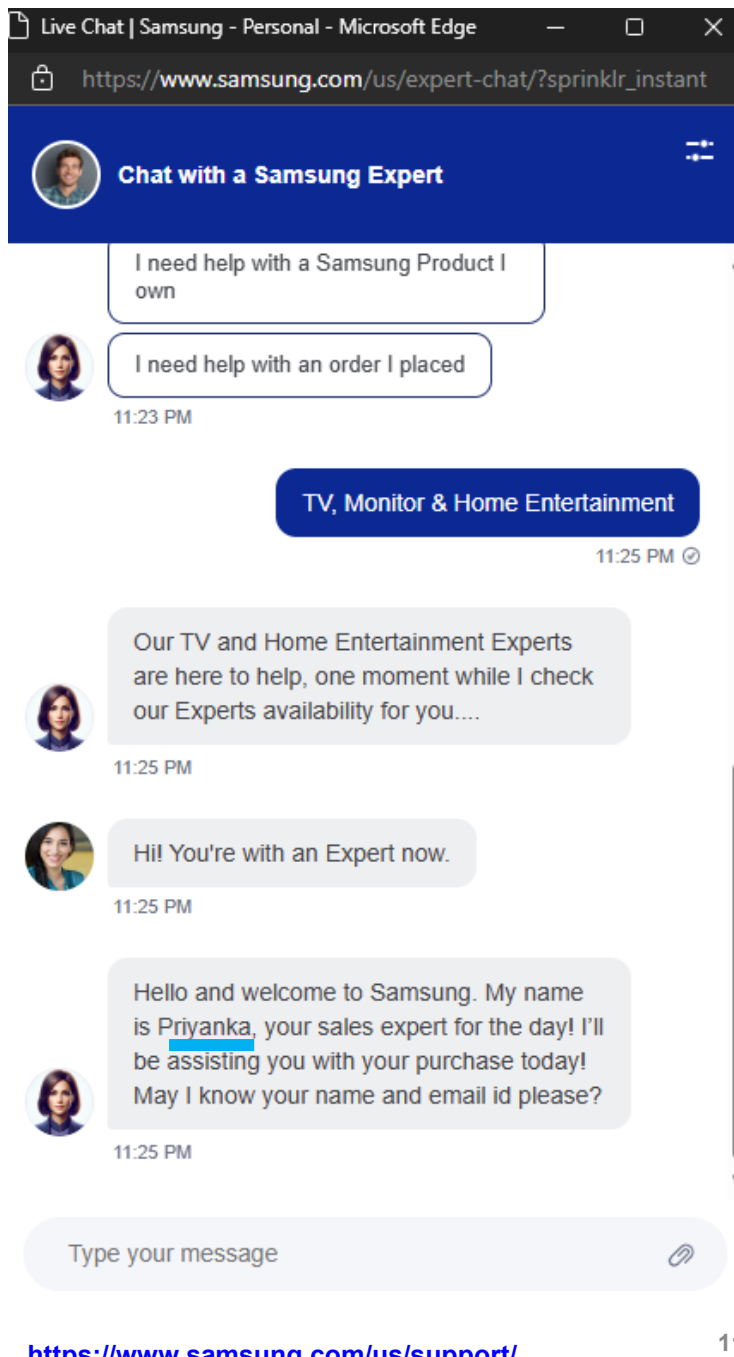
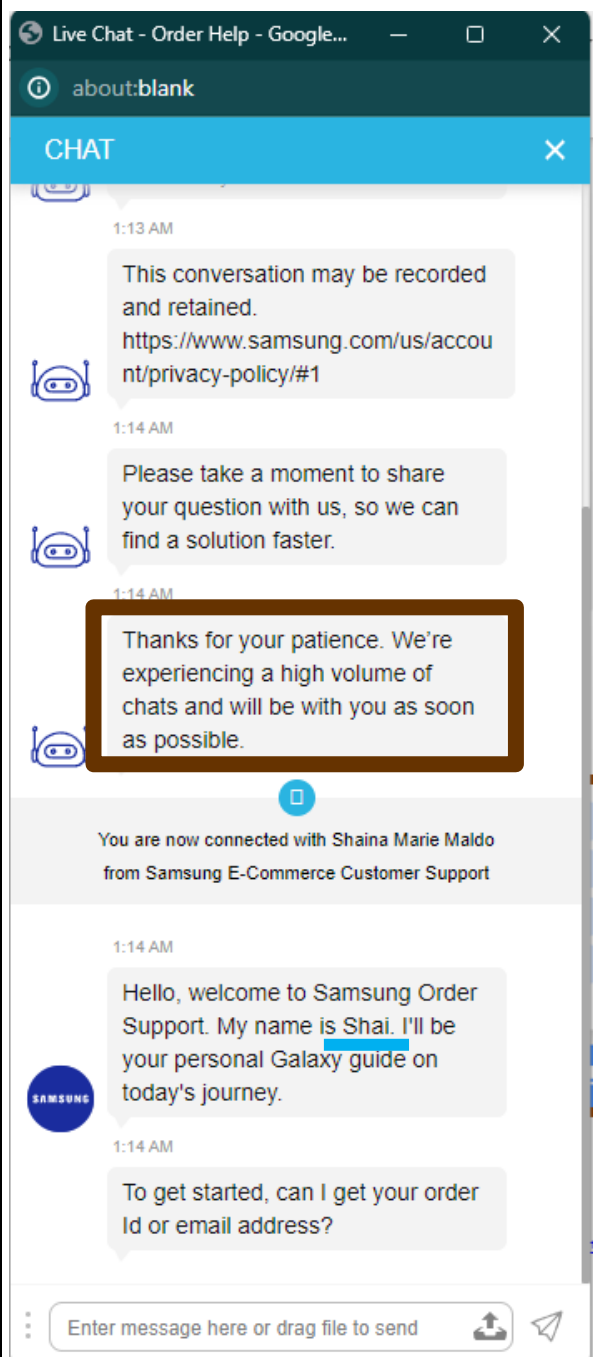
To get started, can I get your order Id or email address?

Enter message here or drag file to send

US 8,402,099 : Claim 1

the subscriber selection mode includes a random process for setting up a communication link between a selecting terminal of a first subscriber profile to at least another terminal of a random subscriber profile; and

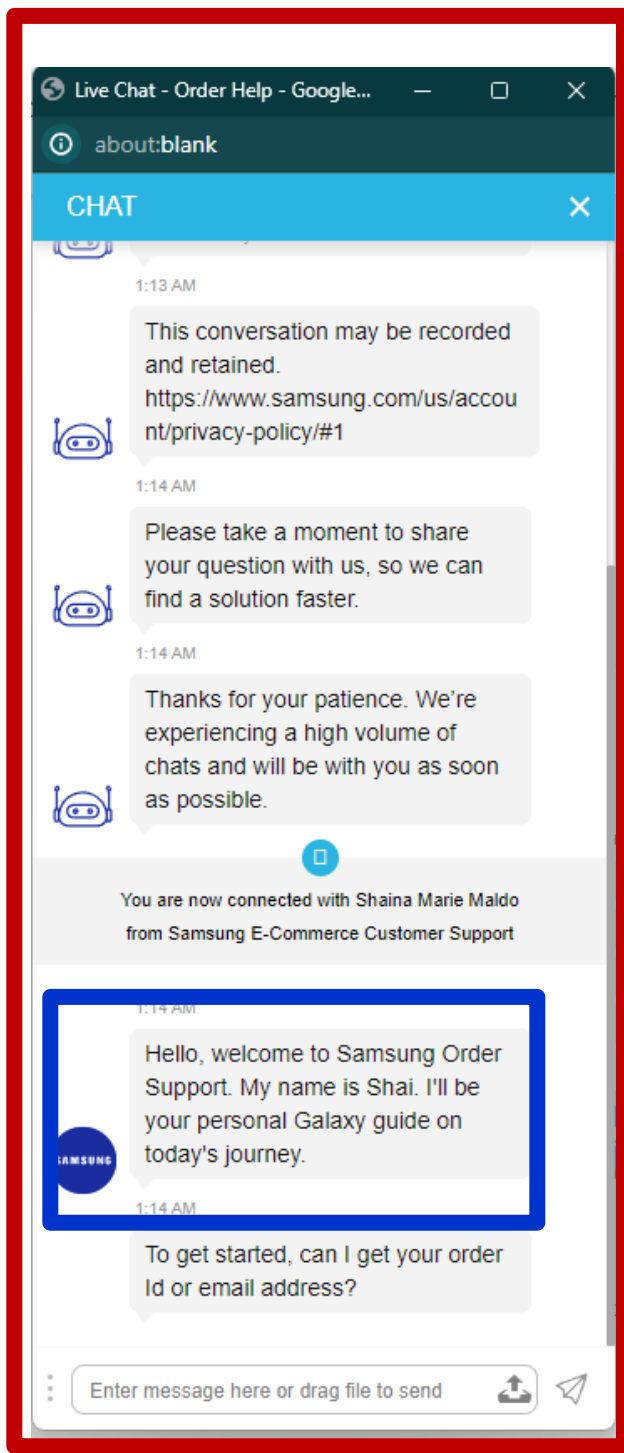
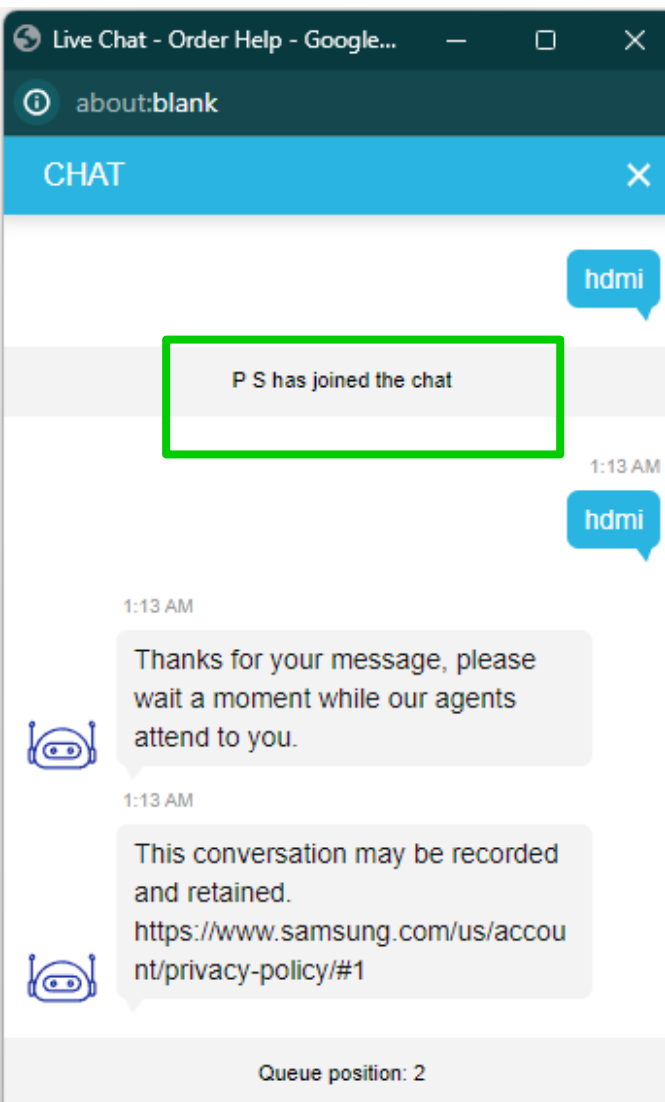
Samsung uses a random process to set up a communication link between two users.” **“we will be with you as soon as possible”** implies that the system was waiting to connect P.S. to a product ambassador (random because P.S. and Shai and P.S. and Priyanka did not know they would be connected). Two different random operators have responded within different times. **“Shai and Priyanka.”**



US 8,402,099 : Claim 1

the subscriber selection mode includes an activatable call procedure for establishing a communication link between the selecting terminal of the first subscriber profile and at least one other terminal of a subscriber profile stored in a selection list

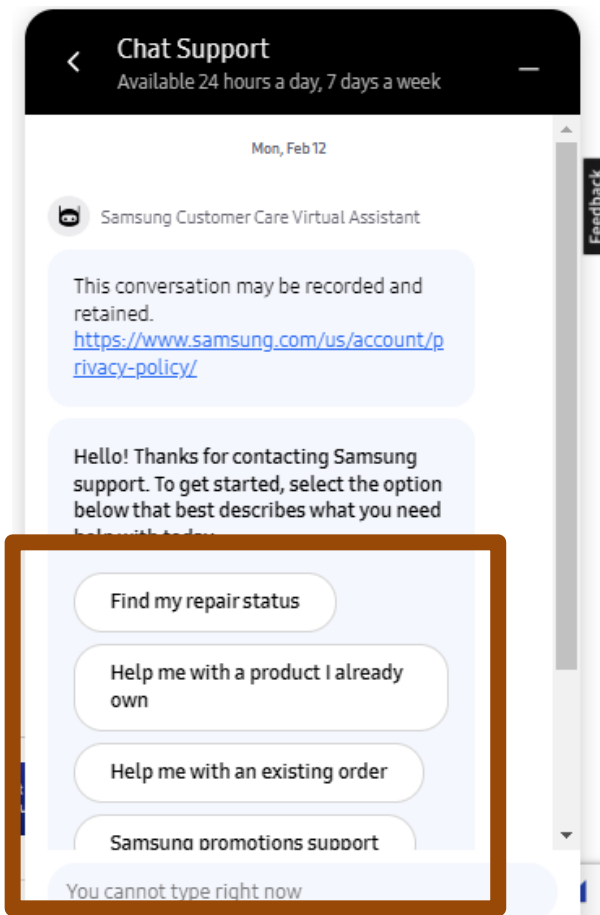
Samsung's system puts the customer (with an account "P.S." associated with a subscriber profile in a chat room with one Samsungs agents, Shai.



US 8,402,099 : Claim 1

wherein these subscribers form a plurality of at least one of an open and a closed subscriber sub-pool, whereby all subscribers in the procedure form a total set referred to as a subscriber pool, which subscriber pool may be subdivided into a number of the subscriber sub-pools, whereby all subscribers are classified by entries within their respective subscriber profiles and arbitrarily defined contacts to other subscribers, and whereby the subscriber classifications result in the number of sub-pools, which are formed as subsets of the larger subscriber pool.

Samsung uses a random process to set up a communication link between two users “**we will be with you as soon as possible**” implies that the system was waiting to connect P.S. to a product ambassador (random because P.S. and Shai and P.S. and Priyanka did not know they would be connected). The Agents could also be split up into sub pools with different Agents supporting “**repairs**” different Agents supporting “**promotions support**” or different agents working at night or daytime.



<https://www.samsung.com/us/support/>

